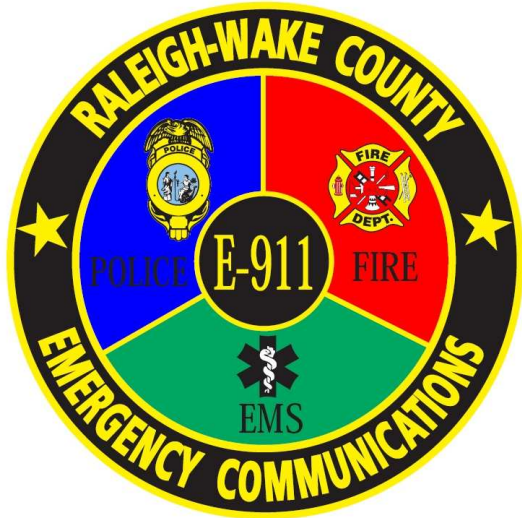


2007 Annual Report



The first CALEA Accredited 9-1-1 Center in North Carolina!



Introduction

To: City Manager J. Russell Allen
Members of Council
WECO Board

From: Barry Furey, Director

Subj: 2007 Annual Report

The following report summarizes the activity of the Raleigh-Wake Emergency Communications Center for the calendar year 2007. Our dispatch of more than 416,000 public safety and 427,000 total events marked this as our busiest year to date.

While these figures reflect our basic service, several technical and organizational improvements were made during the past twelve months that further enhanced our support of user agencies and the citizens that we protect. Included here are:

- The transfer of the Radio Maintenance Shop into our organization. Renamed the Communications and Electronics Maintenance Shop in order to more accurately describe the services performed, focus was placed on additional training for employees and the overall professionalizing of the operation.
- The creation of an 800 MHz technical position that assisted with the successful transition of the Raleigh Police Department to the 800 MHz radio system, providing officers with interoperable communications with other public safety agencies in Wake County and greatly enhancing their safety.

But, perhaps no events were more important than the receipt of accreditation from both the National Academies of Emergency Medical Dispatch and the Commission on Accreditation for Law Enforcement Agencies. In so doing, Raleigh-Wake Emergency Communications became the first CALEA accredited 9-1-1 center in North Carolina, and the first agency anywhere to ever have achieved dual recognition in the same year. Accreditation by these internationally recognized bodies bears testament to the professionalism of our organization.

Additional information on these and other topics are included in the body of this report, which is hereby respectfully submitted for your consideration.



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Mission Statement

The Raleigh-Wake Emergency Communications Center is the true first responder to all emergencies. Our mission is to act as a vital and critical link between our public safety agencies and the citizens they protect and serve. We strive to ensure the preservation of life and property by treating all who use our services with professionalism, courtesy, and compassion and by relaying accurate information in a timely and efficient manner.

The Raleigh-Wake Emergency Communications Center proudly provides service to the following agencies:

Apex EMS
 Bay Leaf Fire
 City-County Bureau of Identification
 Eastern Wake EMS
 Fairview Fire
 Fuquay-Varina Fire
 Fuquay-Varina Public Works
 Garner Fire
 Garner Public Works
 Holly Springs Fire
 Knightdale Public Safety
 Morrisville Fire
 Morrisville Public Works
 Raleigh Fire
 Raleigh Public Works
 Rolesville EMS
 Rolesville Police
 Six Forks EMS
 Wake County Fire / Rescue
 Wake Forest Police
 Wake-New Hope Fire
 Wendell Police
 Western Wake Fire

Apex Fire
 Cary EMS
 Durham Highway Fire
 Eastern Wake Fire
 Falls Fire
 Fuquay-Varina Police
 Garner EMS
 Garner Police
 Holly Springs EMS
 Hopkins Fire
 Knightdale Public Works
 Morrisville Police
 North Carolina Forestry Service
 Raleigh Police
 Raleigh-Durham Int. Airport CFR
 Rolesville Fire
 Rolesville Public Works
 Wake County EMS
 Wake Forest Fire
 Wake Forest Public Works
 Wendell Fire
 Wendell Public Works
 Zebulon Fire

Administrative Staff

Barry Furey, Director

Walt Fuller, ENP, Deputy Director Operations

Kelly Palmer, ENP, Deputy Director Technology & Staff Services

Richard Batchelor, ENP, Accreditation Manager/Configuration

Judy Capparelli, ENP, EMD Administrator/Supervisor

Craig Schulz, ENP, Systems Manager

Bill Eagan, GIS Database Manager

Bill Passerino, 800MHz Technician

Dustin Winkler, Systems Administrator

Matt Boyd, Systems Administrator

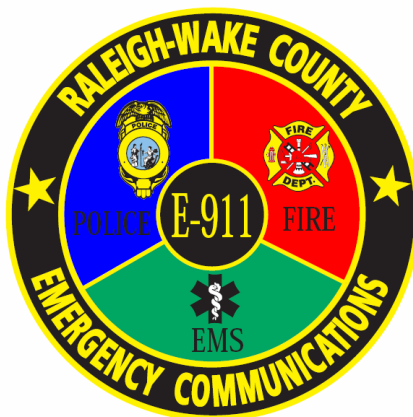
Bob Feagan, Communications and Electronics Maintenance Supervisor

Angie Schulz, ENP, Training Supervisor

Amanda Davis, Training Coordinator

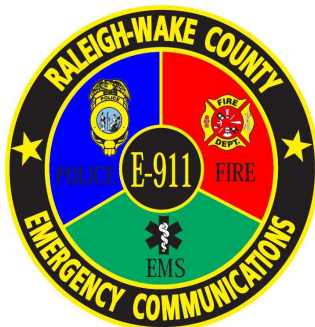
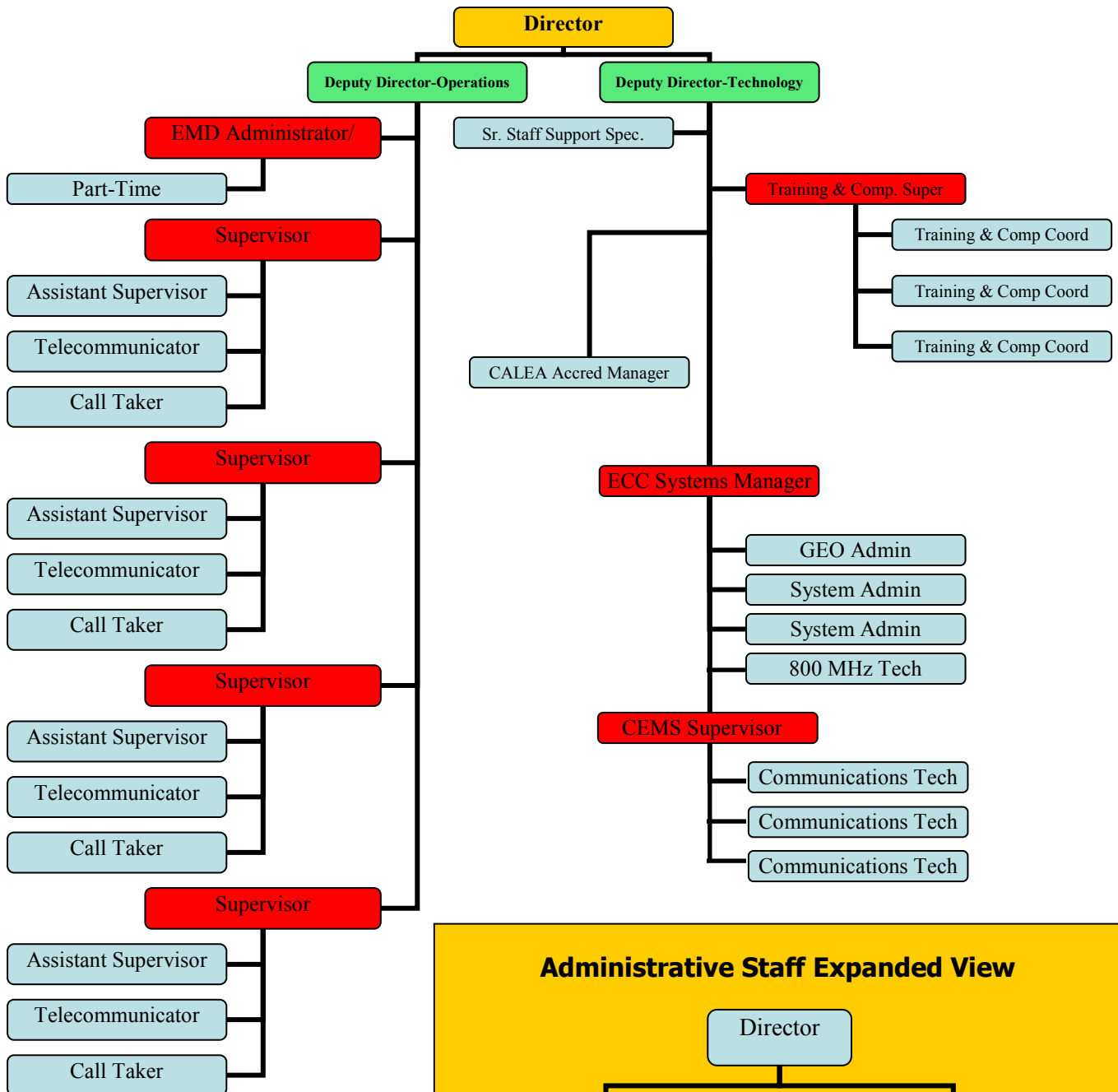
John Franks, ENP, Training Coordinator

Bob Leap, Training Coordinator

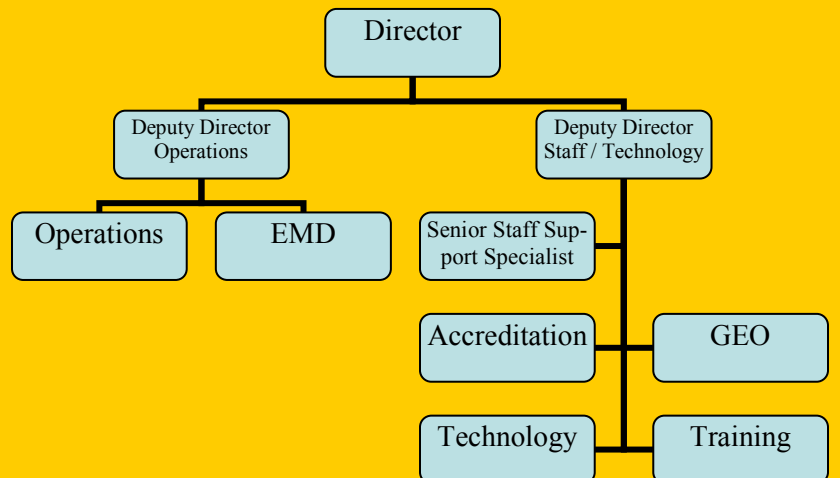


* ENP signifies Emergency Number Professional as awarded by the National Emergency Number Association

Raleigh—Wake Emergency Communications Organization Chart



Administrative Staff Expanded View

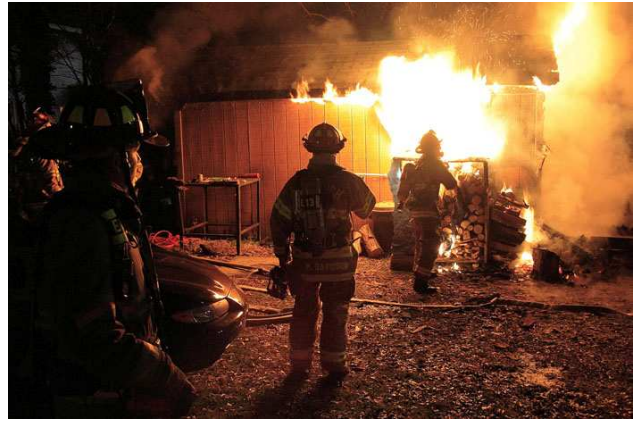




Selected 2007 Highlights And Technical Achievements

- Assisted in the conversion of the Raleigh Police Department radio system from VHF to 800MHz improving both coverage and interoperability.
- Completed decommissioning of outdated emergency reporting street box system, and provided user agencies with web-access to data that once required a telephone call and dispatcher initiated query. It is estimated that these initiatives reduced the number of non-emergency calls handled by the center by more than 16,000 annually.
- Began rollout of In-Vehicle Navigation system for first responders, and expanded Automatic Vehicle Location coverage.
- Installed encrypted security on all portable computer devices, and moved towards virtualization of computer resources. Converted release of public information from analog to digital format.
- Upgraded electrical and security systems at our emergency backup facility.
- Successfully renegotiated AT&T 9-1-1 contract providing for upgraded equipment at a reduced cost.
- Installed traffic camera monitoring system enabling telecommunicators to have a visual perspective of incident scenes and routes of first responder travel.
- Instituted feedback forum on City of Raleigh website providing citizens a means for rating 9-1-1 service.
- Added ten new telecommunicator positions to help deal with unprecedented growth in service demands.
- Became the first 9-1-1 center anywhere to achieve both CALEA and NAED Accreditation in the same year.

Service Levels



Increases in population have fueled continued growth in call volume and service demands of our agency. This is apparent in both telephone and dispatched incident statistics.

In 2007, Raleigh-Wake Emergency Communications received almost four hundred more 9-1-1 calls per week than in 2006. For the second consecutive year, Emergency Medical Dispatching continues to be our fastest growing service, with an over 14% annual increase. This is added to an almost 23% increase experienced between 2005 and 2006. Although the majority of activities handled by the center are law enforcement related, fire and medical calls continue to gain ground.

Between 2000 and 2007, the total number of incidents dispatched increased by 20.4 percent. During this same time period, Wake County fire calls, for example, grew an astonishing 83.6%.

The number of wireless (cellular) 9-1-1 calls, as well as the number of 9-1-1 calls from non-English speaking citizens is also on the rise. More than half of all emergency calls are now made from cell phones. Neither of these trends is expected to lessen.



Between 2006 and 2007, the number of 9-1-1 calls received increased by more than 20,000.

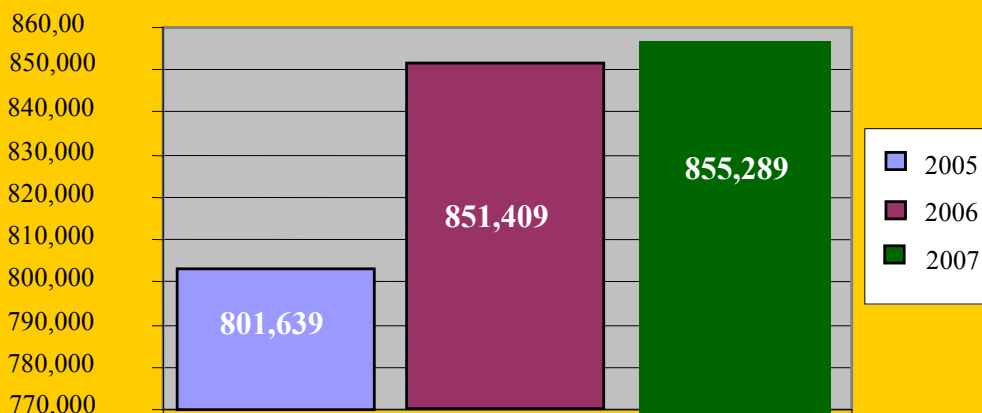
Incoming Telephone Calls Workload

	<u>2005</u>	<u>2006</u>	<u>2007</u>
9-1-1 Calls Received	467,780	494,305	514,364
10-Digit Calls Received	333,859	357,104	340,925
Total Phone Calls	801,639	851,409	855,289

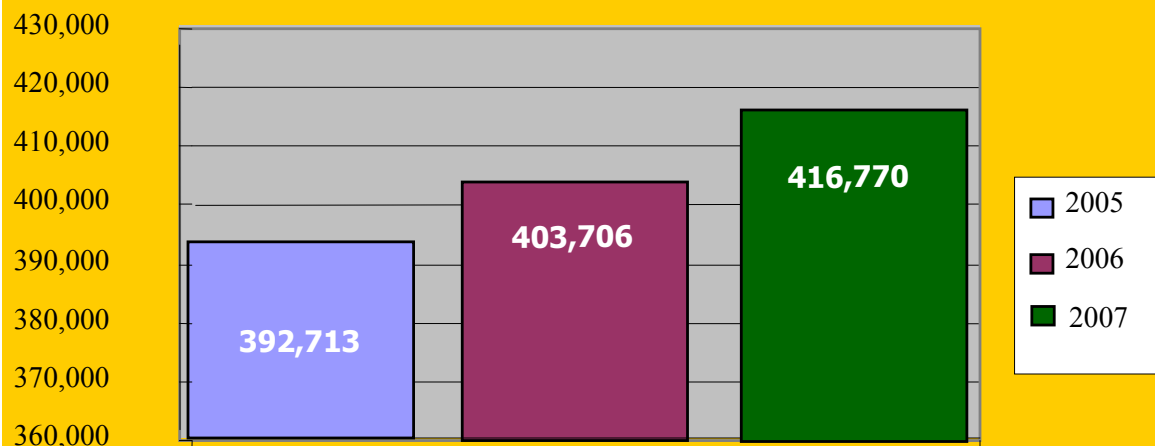
Non-Emergency Calls Reduced

The number of non-emergency calls to the Raleigh-Wake 9-1-1 Center was reduced last year through the elimination of an outdated telephone box system, and by the provision of online access tools that gave users the ability to access information via the Web that formerly required a phone call to a dispatcher to obtain.

Annual Total Telephone Calls Received for 2005, 2006, and 2007



Public Safety Dispatch Totals for 2005, 2006 and 2007



Since 2000, most major indicators have increased by double digits; some by more than 83 percent.

Agency	2000 Dispatches	2007 Dispatches	% Increase
Total	346,044	416,770	20.4%
Raleigh Fire	24,114	33,617	39.4%
EMS	40,449	68,448	69.2%
County Fire	14,228	26,121	83.6%



2007 Feedback Analysis

During 2006, Raleigh-Wake Emergency Communications instituted new feedback collection and analysis procedures designed to better track the concerns of our users. As part of this process, concerns raised regarding services were divided into two classifications; complaints in which the initial contact contains allegations of poor service or improper conduct, and inquiries, which deal with questions regarding incidents or procedures. A total of 109 feedback contacts were recorded in 2007, in comparison to 85 received during 2006. Sixty one contacts were categorized as complaints, as opposed to fifty the previous year. *There were 9 more valid complaints during 2007 than 2006, however the number of commendations received went up six fold, from 4 to 24.* The percentage of citizen complaints also decreased from 44% to 36%. The overall number of feedbacks reflects a more aggressive approach by ECC, including a satisfaction survey featured on the City of Raleigh website. The number of overall verified complaints remains extremely low in comparison to the total volume of calls, and the division of findings remains consistent with appropriate follow-up and investigation of all concerns.

109 Total Feedbacks received from 01/01/07 – 12/31/07

61 Complaints

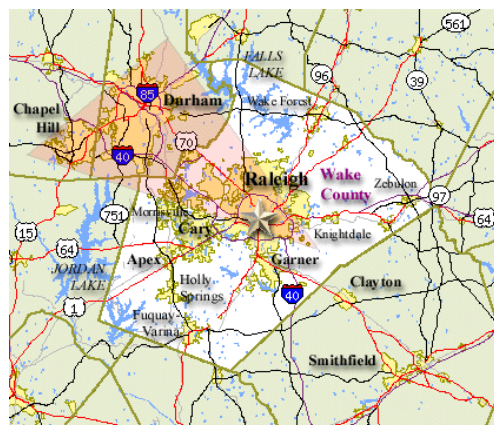
22 from Citizens (36%)
 39 from Service Agencies (64%)
 31 were Valid (51%)
 13 were unfounded (21%)
 17 were exonerated (28%)

21 Inquiries

24 Commendations

Percentage of calls received
 by RWECC resulting in
 a founded complaint:
.00359

Geographic Information Systems Computer Aided Dispatch



In keeping with the rapid growth of the Raleigh-Wake County region, changes must continually be made in our geographic records and computer aided dispatch in order to assure that citizens receive prompt service regardless of their location. Additionally, upgrades must also be periodically made in order to provide the level of support required by first responders. To this end, the following represents a portion of the work accomplished by the GIS section of our technical services staff:

- Converted to a new set of map and database maintenance tools, aligning our records with industry standards, and reducing inconsistencies in files.
- Developed standards and a quality assurance process for commonplace name records. Commonplace names include shopping centers, schools, parks and a variety of other landmarks that may be used by emergency callers to describe their location. More than 18,000 such records are currently maintained.
- Began work on plotting fire hydrant locations on dispatch center maps as an aid to responding fire apparatus.
- Implemented a paperless error reporting system for telephone/address problems to provide an improved audit trail and reduce processing time.
- Instituted a quarterly in-house update of entire geobase and map files, assuring more accurate information for users.

**There are over 51,000 street segments
and almost 44,000 intersections
currently contained in the Raleigh-Wake
Computer Aided Dispatch database.**

Honors, Awards and Recognition



Assistant Supervisor Scot Rademacher, Director Barry Furey, and telecommunicator Michael Suzik pose outside of council chambers after the 2007 award ceremonies.

Mayor Charles Meeker issued a proclamation for Telecommunicator Week, in keeping with national recognition of this event during the second week in April. A variety of activities were held in appreciation for the hard work performed by employees during the year. However, in 2007 these activities were expanded to cover the entire twelve month period, rather than concentrating on a single designated week. Included here were events such as August ice cream socials and December holiday desserts.

Telecommunicator Michael Suzik received the second annual "Rookie of the Year" award. This honor was initiated during 2006 as a means of acknowledging the most promising new hire.

Assistant Supervisor Scot Rademacher was awarded the "Employee of the Year" award for 2007 by the ECC. In addition to his normal duties, Scot has been instrumental in training new employees, and as a coach and mentor for more seasoned veterans.

Deputy Director Kelly Palmer was elected to 2nd Vice-President of the North Carolina chapter of the North American Emergency Number Association (NENA), and received the Shirley Needham President's Award from the same association.

Supervisor Jesse Creech was appointed leader of the North Carolina Telecommunicator Emergency Response Team (TERT). This group coordinates the deployment of dispatchers and call takers to disaster areas and large-scale emergencies in order to augment local personnel.

Two employees, Rob Miller and Tom Meehan were recognized for receiving 100% compliance scores for Emergency Medical Dispatch.

Raleigh-Wake ECC was also recognized as the Best Presentation by the Raleigh Neighborhood College for the third consecutive year.



Telecommunicator Jessica Davis shows off the RWECC 2007 T-shirt. Designed by employees, the rear of the garment lists some of the responsibilities faced by our organization. Service concerns such as these, coupled with increasing call loads make us one of the busiest 9-1-1 centers in the state.



"I Knew What to Do"

Steve Sidney leaves the stage at Holly Springs Elementary school after receiving his award.

During 2007, Raleigh-Wake Emergency Communications continued our recognition of children who demonstrated the proper use of the 9-1-1 emergency number. Implemented here during 2006, the "I Knew What to Do" award, was originally introduced 20 years ago in Illinois by Director Furey. While stories may sometimes be heard concerning children playing on the telephone and calling 9-1-1 as a prank, there are many other illustrations of individuals age twelve and under who maintain calm demeanors that belie their age and result in the preservation of life and property. Steve Sidney was our award winner for 2007, having received the honor for calling 9-1-1 when his mother fell seriously ill. In one of his media interviews, Steve showed the same composure he did when he reported the emergency. When asked about his accomplishment, he replied, "I'm 10 years old. I should know how to call for help. I called because she (his mother) was sick. I did what they told me to do". Kudos to young Mr. Sidney for his exemplary behavior.

Training and Public Education



Deputy Director Walt Fuller addresses the 35th Raleigh-Wake Emergency Communications Academy.

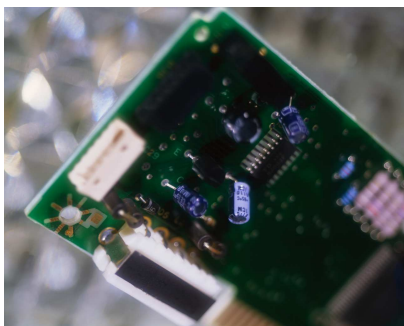
The Raleigh Wake Emergency Communications Center continues to face the nationwide problem of high attrition and turnover rates for telecommunicators, while dealing with double-digit increases in service demands tied to regional growth. During 2007, training staff conducted two academies for twenty-seven probationary employees, while continuing mandated training for existing personnel.

During the past year, there have been significant changes in recruiting strategies, with an increased focus on using the Internet to obtain technical-savvy and service-oriented personnel required for this job. As a result, each job posting generated more than 200 applicants, resulting in an almost twenty-to-one ratio between those who applied and those who were accepted.

The Training Division is charged with public representation of the 9-1-1 Center, and during the past year have provided tours to interested civic organizations, and have made presentations at public safety field days and public gatherings.

The Training Division is also responsible for assuring that required certifications are maintained for all employees.

The utilization of a multi-faceted recruitment program that includes a visible Internet presence has increased the number of applicants by over 300%.



Communications Electronics Maintenance Shop

Responsibility for the City Radio Shop was transferred from Public Works to Emergency Communications on July 1, 2007. Shortly thereafter, it was re-named the *Communications Electronics Maintenance Shop* in an effort to more accurately reflect the scope of services provided. Included in the six month's effort are the following tasks:

- **Radios**—Maintained fixed and portable radio equipment for City of Raleigh non-public safety departments
- **Strobes**—Maintained strobes and flasher units for City of Raleigh non-public safety departments
- **Radars**—Certified RPD radar units
- **RPD UHF Equipment**—Assumed responsibility for maintenance and inventory of RPD UHF equipment.
- **City Review**—Initiated a thorough review of the City of Raleigh radio infrastructure. Plans are being implemented to realign all City radio users to have the resources required to perform daily tasks.

Accomplishments/RF Services/CEMS

- **Preventive Maintenance**—Plans are being designed to allow for every radio within the City of Raleigh radio network to receive an annual PM assessment. This will assure that all the equipment meets minimum radio specifications and also allows for an accurate inventory to be kept.
- **Consulting**—CEMS began working with departments to assess needs and make recommendations on replacement timeframes and specifications.
- **Repair** (Work Orders per Department Served):
 - 6 ECC
 - 1 Fire
 - 6 Inspections
 - 7 Parks & Recreation
 - 91 Police



ACCREDITATION IS HERE!



On October 1, 2007 the Raleigh-Wake Emergency Communications Center received Accreditation from the National Academies of Emergency Medical Dispatch following an on-site inspection in July. NAED is a nonprofit, standard-setting organization promoting safe and effective emergency dispatch services worldwide. In order to be considered for this level of recognition, an agency must perform continual quality assurance monitoring of their emergency medical 9-1-1 calls, and achieve no less than a 95% average compliance score for multiple categories of review for a six month period. Additionally, they must demonstrate the proper application of these life saving techniques, and maintain appropriate levels of training and documentation. Currently, only 83 agencies worldwide share this distinction.

On November 17th, RWECC became the first 9-1-1 center in North Carolina to receive CALEA Accreditation. Only 52 of the estimated 6,500 dispatch facilities in the United States are CALEA accredited. CALEA is the Commission on Accreditation for Law Enforcement Agencies, and was created in 1979. The purpose of CALEA's Accreditation Programs is "to improve the delivery of public safety services, primarily by: maintaining a body of standards, developed by public safety practitioners, covering a wide range of up-to-date public safety initiatives; establishing and administering an accreditation process; and recognizing professional excellence." This award followed a four-day review by the assessment team in August, which consisted of direct observation of staff, systems, and facilities as well as verification of more than 200 multi-part written standards were in compliance. A report issued by the lead assessor stated: "The agency has many positives, the strongest of which is the quality of the senior staff and the people interviewed and observed by the team. The knowledge of personnel and their cooperation was commendable. They were well-disciplined and proud of their organization".

During 2007, the Raleigh-Wake Emergency Communications Center became the first 9-1-1 facility in the State of North Carolina to achieve CALEA Accreditation, and the first center anywhere to ever receive CALEA and NAED Accreditation in the same year.